Operational Manager

Job Description and Person Specification

Reports to	Director of Services / designated senior manager
Responsible for	Assistant Team Leaders and allocated support teams
Location	Giffnock and across Cosgrove Care services, with travel as required
Hours	35 hours per week, with evening, weekend and on-call responsibilities as required
Salary	£36,500 per annum plus on-call allowance
Contract	12-month fixed term, with potential to become permanent

About Cosgrove Care

Cosgrove Care is a Scottish charity supporting children, young people and adults with additional needs and their families. We provide personalised support that promotes choice, independence, inclusion and meaningful lives. Our work is rooted in strong relationships, high professional standards and respect for each person's identity, culture, faith, preferences and ambitions.

This is an exciting time to join Cosgrove Care. We have ambitious plans for 2027 and 2028, are developing services and initiatives, and want thoughtful, capable people to help shape what comes next. You will work alongside excellent people we support, families, colleagues and partners. No two days are the same, and your contribution can have a visible impact.

Role Purpose

To provide values-led operational leadership across allocated services, ensuring safe, person-centred and outcome-focused support. The Operational Manager is accountable for service quality, workforce deployment, regulatory compliance, continuous improvement and effective partnership working, while contributing to Cosgrove Care's wider development and growth.

Roles and Responsibilities

Leadership and people management

- Lead, support and develop Assistant Team Leaders and support teams, setting clear expectations and maintaining a positive, accountable culture.
- Oversee recruitment, induction, supervision, performance, attendance and employee relations processes in line with organisational policy.
- Ensure staff learning, qualifications, registration and mandatory training remain current.
- Participate in the management on-call rota and provide effective decision-making and escalation outside normal working hours.

Service delivery and quality

- Maintain oversight of day-to-day service delivery, staffing, rotas and deployment so support is safe, consistent and responsive to assessed needs.
- Ensure support planning, reviews and recording are person-centred, outcome-focused, accurate and completed on time.

- Lead audits, quality assurance, improvement planning and learning from incidents, complaints, compliments and feedback.
- Promote safeguarding, positive risk management, health and safety, medication safety, infection prevention and professional boundaries.

Governance, finance and development

- Ensure compliance with Care Inspectorate requirements, SSSC Codes of Practice, contractual requirements and Cosgrove Care policies and standards.
- Monitor service performance, budgets, staffing use and key indicators, providing clear reports and escalating material risks promptly.
- Build constructive relationships with people supported, families, commissioners, health and social care professionals and community partners.
- Contribute to mobilisation, service development, digital improvement and wider organisational priorities, undertaking other reasonable duties consistent with the role.

Regulatory and Professional Responsibilities

- Apply the Health and Social Care Standards, SSSC Codes of Practice and Care Inspectorate requirements in day-to-day leadership and quality assurance.
- Ensure staffing is planned and reviewed using professional judgement, assessed need, staff competence, continuity and risk, reflecting applicable safe-staffing duties and guidance.
- Ensure Adult Support and Protection, child protection where applicable, whistleblowing, Duty of Candour, complaints, incidents, restrictive-practice concerns and Care Inspectorate notifications are recognised, escalated and managed through the correct procedure.
- Maintain oversight of medication governance, infection prevention and control, financial safeguards, accurate personal planning, data protection, confidentiality and records quality.
- Promote supported decision-making, communication accessibility, human rights, equality and positive risk-taking, and ensure people supported and families can influence service improvement.
- Act as Registered Manager only where formally designated and approved. Where not designated, support the Registered Manager and do not assume statutory accountability outside the role.

Person Specification

Criterion	Essential	Desirable
Qualifications and registration	• The accepted practice and management qualifications required for the applicable SSSC Register part, or a formal commitment and ability to achieve them within the timescale set by the SSSC. The applicable Register part will be determined by the service and duties allocated. • Eligible for and willing to maintain SSSC registration and PVG Scheme membership.	• Additional leadership, management, quality or practice qualification.
Experience	• Substantial experience in social care or a comparable regulated, person-centred service. • Experience of supervising or managing staff and delivering safe, high-quality services. • Experience of quality assurance, support planning, risk management and improvement activity.	• Experience of service mobilisation, growth, commissioning or budget management.

Criterion	Essential	Desirable
Knowledge	• Sound understanding of person-centred practice, safeguarding, professional boundaries and regulatory accountability. • Understanding of workforce planning, employee processes and the importance of accurate records.	• Knowledge of Self-directed Support and technology-enabled care.
Skills	• Strong leadership, communication, judgement and relationship-building skills. • Able to organise competing priorities, analyse information and produce clear written reports. • Competent basic computing skills, including Microsoft Office applications such as Outlook, Word, Excel, PowerPoint and Teams, and able to learn organisational systems.	• Full UK driving licence and access to a vehicle, where required for the duties of the post.
Values and approach	• Commitment to inclusion, dignity, choice, independence and human rights. • Calm, accountable, solution-focused and collaborative approach. • Flexibility to work evenings, weekends and on-call arrangements as required.	

Employment Requirements

- Satisfactory pre-employment checks, including references, evidence of right to work and PVG Scheme membership appropriate to the role.
- SSSC registration, or application within the required timescale, where the post is registrable.
- Applicants must have and maintain the right to work in the United Kingdom for the duration required by the role. Cosgrove Care is not currently able to sponsor this vacancy under the Skilled Worker route. Right-to-work checks will be completed consistently and without unlawful discrimination.
- This job description describes the current requirements of the role. Duties and reporting arrangements may be reviewed as Cosgrove Care develops, following appropriate consultation.
- PVG Scheme membership for the relevant regulated role must be confirmed before the postholder carries out regulated-role duties.
- The postholder must maintain fitness to practise, comply with the SSSC Codes of Practice and notify Cosgrove Care promptly of any matter that may affect registration or suitability.